

MANCHESTER POLICE DEPARTMENT
Manchester, New Hampshire



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Manchester PD at a Glance

Organized.....	1846
Sworn Officers.....	202
Civilian Personnel.....	63
Budget.....	\$19.3 million
Median Age	39
Mean Years of Service.....	10
Facilities.....	5
Marked Patrol Vehicles	39
Unmarked Vehicles	17
Specialty Vehicles	8
Mountain Bikes.....	18
Motorcycles	3
Horses	2
Canines	9
Total Calls for Service	101,271

Rank Structure

Chief of Police
Deputy Chief
Captain/Captain Detective
Lieutenant/Lieutenant Detective
Sergeant/Sergeant Detective
Police Officer/Detective

City of Manchester at a Glance

Founded	1810
Government	Mayor and 14 Aldermen
City Budget.....	\$233.1 million
Area.....	33.9 sq. miles
Population	109,234
Under 18 Population(2000Census)....	25,358
Police Officer/Population Ratio.....	1 per 541
Population Density.....	3222 per sq. mile
Registered Voters.....	47,765
Unemployment Rate	4.2%
Property Tax Rate per Thousand	\$26.40
Public School System Population.....	17,655
Public Schools	21
Non Public Schools.....	8
Colleges and Universities	11
Hospitals	2
Congressional Representatives	Senator Judd Gregg Senator John Sununu Rep. Jeb Bradley Rep. Charles Bass

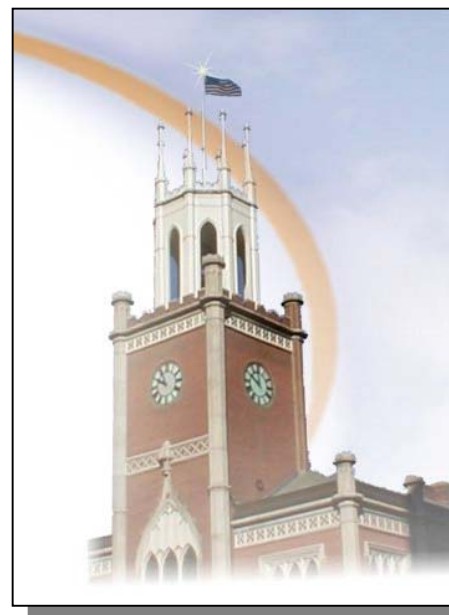


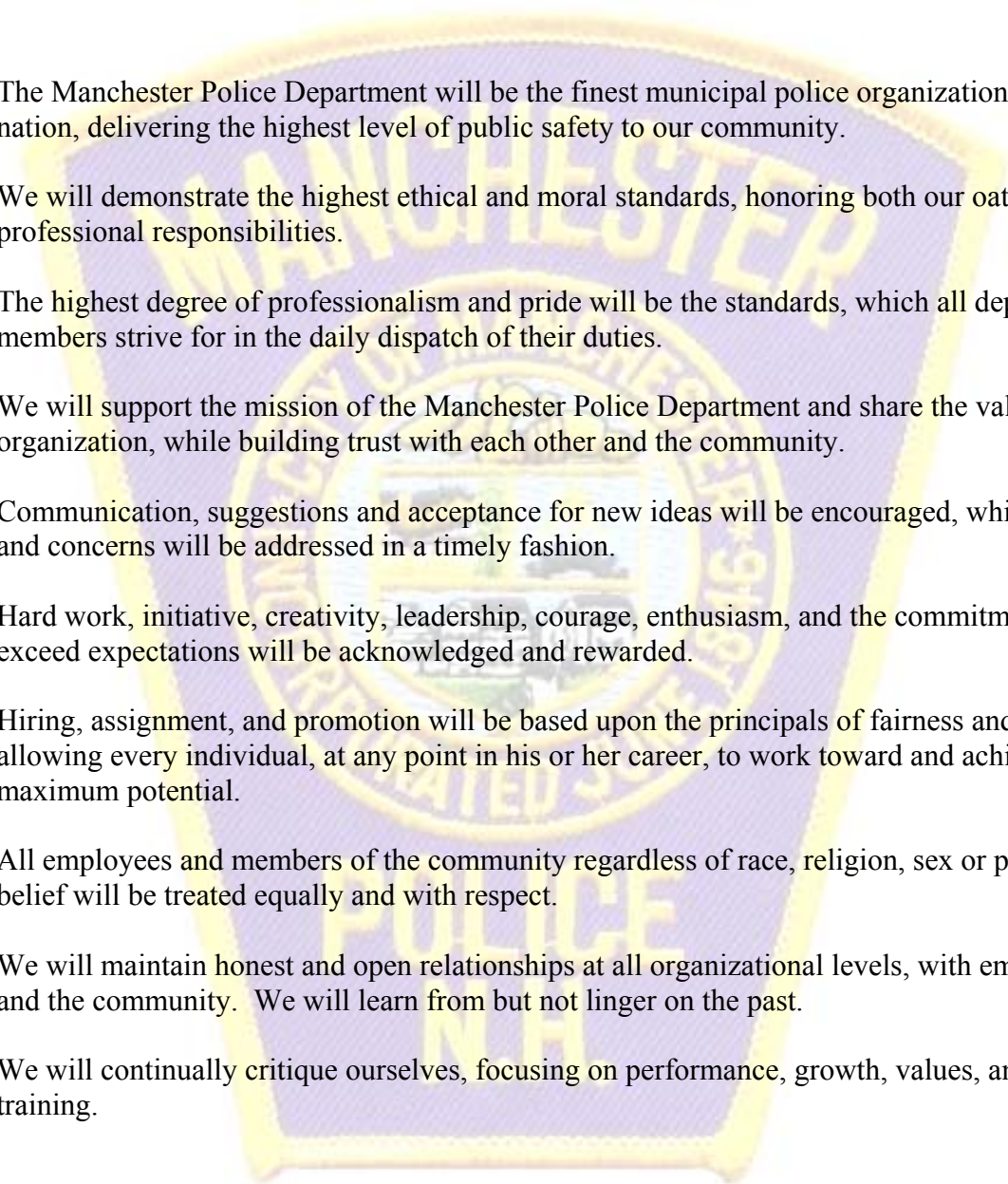


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Produced by: Cynthia Saad & Rachael Page

The Vision Statement of the Manchester Police Department

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- ◆ The Manchester Police Department will be the finest municipal police organization in the nation, delivering the highest level of public safety to our community.
 - ◆ We will demonstrate the highest ethical and moral standards, honoring both our oath and professional responsibilities.
 - ◆ The highest degree of professionalism and pride will be the standards, which all department members strive for in the daily dispatch of their duties.
 - ◆ We will support the mission of the Manchester Police Department and share the values of the organization, while building trust with each other and the community.
 - ◆ Communication, suggestions and acceptance for new ideas will be encouraged, while issues and concerns will be addressed in a timely fashion.
 - ◆ Hard work, initiative, creativity, leadership, courage, enthusiasm, and the commitment to exceed expectations will be acknowledged and rewarded.
 - ◆ Hiring, assignment, and promotion will be based upon the principals of fairness and merit allowing every individual, at any point in his or her career, to work toward and achieve their maximum potential.
 - ◆ All employees and members of the community regardless of race, religion, sex or political belief will be treated equally and with respect.
 - ◆ We will maintain honest and open relationships at all organizational levels, with employees and the community. We will learn from but not linger on the past.
 - ◆ We will continually critique ourselves, focusing on performance, growth, values, and training.

*I never dreamed it would be me
My name for all eternity
Recorded here at this hallowed place
Alas, my name, no more my face*

*"In the line of duty" I hear them say
My family now the price will pay
My folded flag stained with their tears
We only had those few short years*

*The badge no longer on my chest
I sleep now in eternal rest
My sword I pass to those behind
And pray they keep this thought in mind*

*I never dreamed it would be me
And with heavy heart and bended knee
I ask for all here from the past
Dear God, let my name be the last*

*These officers were killed in
the line of duty while serving
the citizens of Manchester...*

***Sergeant Henry Mcallister
May 21, 1895***

***Inspector William M. Moher
July 3, 1921***

***Officer Ralph W. Miller
October 2, 1976***

Under the City Charter, the Police Commission provides citizen input to the Chief of Police and the Board of Mayor and Aldermen in the form of consulting, advising, and policy recommendations. Members of this Commission meet monthly and serve on several Police Department committees. We assist the Chief in maintaining the safety and security of the community.

The personnel of the Manchester Police Department, both sworn and civilian, are proud to be a part of one of the finest police departments in the United States. This is affirmed by our affiliation with the Commission on Accreditation for Law Enforcement Agencies, Inc., which we became a part of in March 1990, and re-accredited in 1995 and 2000. We are pleased to announce our third successful re-accreditation in 2003. Each and every one of our members plays an integral part in the success of our department. Our most important goal is to ensure the safety and well being of the citizens of Manchester.

We truly appreciate the fact that the Board of Mayor and Aldermen support our department, but without the help and cooperation of the residents and businesses of the City, it would be impossible to maintain the high quality of service provided by the Manchester Police Department.

The Manchester Police Commission is proud to be a part of the 2004 Annual Report as evidence of the performance of the dedicated personnel of the Manchester Police Department.

Commissioners:

Calvin Cramer

Nury Marquez

James McDonald Sr. (Chairman)

Thomas Noonan

John Tenn (Clerk)

Message from the Chief



“Any police department can only be as good as the support it gets from the citizens it serves.”

Chief John A. Jaskolka

This year has again proven to be both challenging and exciting for the Manchester Police Department. As with any new Administration we continued to make changes for the betterment of the city and the department. Some of the departmental reorganization included the creation of Administrative Captain positions to oversee many of the administrative duties of the divisions, but more importantly, to deal with personnel issues within the divisions.

A Senior Management team was also appointed with the responsibility of reviewing and updating department policy, manpower allocations and assignments, and research and development of future projects.

A Cultural Diversity committee was initiated in order to assist the many different cultures within the city to understand our laws while at the same time allowing a better understanding of their customs and cultures by our officers.

As in the past year, more of our officers have been called to active duty to serve our country in fighting the war on terrorism. We salute these individuals for their dedication to our great country. Our officers here at home continue to receive updated and specialized training in terrorism detection and prevention.

In September we had our groundbreaking ceremony for the MPAL center located at Lake Avenue and Beech Street. On February 26, 2004 we had the official ribbon cutting and grand opening with almost 200 people in attendance. Officer Brian O’Keefe was appointed PAL Coordinator for his tireless work and dedication to the program.

I must thank the dedicated members, both sworn and civilian, for their continued support of this department and our mission to provide the highest level of professional police services to the citizens of Manchester.

And I would be remiss if I did not thank the citizens of Manchester for their continued support and confidence in this department. Any police department can only be as good as the support it gets from the citizens it serves. This support is what makes the Manchester Police Department the outstanding department it is and the City of Manchester such a great place to live.



Deputy Gary Simmons

Divisional Units within the Administrative Division continue to support the needs of the department in such areas as Records Management, Training, Crime Prevention, Budget, Communications, Press, Prosecution and Fleet Maintenance.

In my second year as Deputy Chief of Administration, I continue to believe these divisions have a tireless job of keeping track of records, updating training and maintaining our fleet in working order, to name a few. These divisions are tasked with never ending assignments. Records Management sorts, organizes and controls every official document, whether for records keeping, court or for public dissemination. Through various efforts this year, the State complaint system has been streamlined with a J-1 project, which sends each complaint directly to the state and adds efficiency to the creation of such documents.

Training Division continues to identify new recruits for Patrol and Civilian positions and is currently in the process of identifying five new candidates for patrol vacancies. Recruitment for these positions starts with a written/physical exam and successful candidates move their way along through an extensive background investigation. The department firmly believes maintaining the complexity of these backgrounds brings the department the best available candidates. This year the implementation of a hands-on defensive tactics seminar for the department, yielded very positive feedback. The Training division hopes to continue with similar training in the future.

Despite financial cuts, the department was afforded the opportunity through budget transfers to purchase a variety of new marked and unmarked units. Garage personnel worked diligently to keep the old fleet up and running, while making new vehicles street ready with the equipment each officer utilizes.

“Manchester Police remains committed to address issues of concern, to look for better ways to accomplish our goals and to maintain the department as the best in the State.”

Crime Prevention has seen the elimination of the Dare/Great Program, bringing two additional officers to the Patrol Division. In its current form Crime Prevention has instituted a Latin Woman's Safety Clinic and is working with the International Center on devising a training for immigrants relative police customs and procedures. Efforts are also underway to re-institute a Citizen's Police Academy.

Court Prosecutors continue to present the cases provided by arresting officers and see an increase in Bail Revocation hearings and matters demanding immediate court attention. Through their efforts the Summons Mediation Program and Change of Plea negotiations continue to yield positive results to help reduce court backlog, and streamline the court process and associated costs.

Our Press Liaison Officer has developed a working relationship with the Press, devised a better Press Release format and disbursement system and keeps them informed on positive notes for the department, such as Awards, Promotional and New Hire Ceremonies and Felony Arrests.

Lastly, the Communications Division continues its efforts to provide the road personnel with valid and up to date information, always with officer safety as their number one priority. As a result of personnel changes that occur within the division, that task is sometimes taken upon the shoulders of a 6-month employee. This responsibility has caused some to depart, but the cream of the crop remains committed to this endeavor. A new training curriculum to include longer in-house and dispatch simulator training has been instituted to better train the new employee for this position.

Manchester Police remains committed to address issues of concern, to look for better ways to accomplish our goals and to maintain the department as the best in the State. That remains everyone's responsibility and everyone's efforts towards this end are very much appreciated.

***“Divisional Units
within the
Administrative
Division continue
to support the
needs of the
department...”***

Deputy Glenn Leidemer



As reflected in the Department's organizational chart, the Patrol Division is made up of 3 shifts plus a number of individual Units each having specific responsibilities. In total, the 145-plus person division is comprised of 3 Captains, 4 Lieutenants, 13 Sergeants, 120 Police Officers and 8 civilians. Approximately 100 Officers are divided between the shifts. The Units vary in size from the Traffic Unit with a compliment of 15 sworn and civilian personnel to the 2 person civilian Animal Control Unit. In addition, the Department's Civil Disturbance Resolution Team, Special Reaction Team, K-9 Officers and Equestrian Officers also fall under the umbrella of the Patrol Division.

During the past year the Department obtained city funds to replace the majority of its fleet of marked vehicles. Our first priority is always to maintain our full complement of personnel, but second to that; with some vehicles as old as 1996 this was by far our most pressing need. Our Officers are now better equipped to carryout their responsibilities more safely.

Our Department was also fortunate in that we survived a highly competitive application process and obtained federal Homeland Security grant funds. To be a better prepared police department, these monies were used to purchase anti-terrorism equipment and to pay for related training.

This past year MPD took a step back in time receiving Board of Mayor & Alderman approval to hire part-time Parking Control Officers. The practice of using part-time PCOs has lied dormant for over a decade but with an ever-increasing demand for parking in and around the downtown area, it was felt that resurrecting the program would be a productive and cost efficient approach to help address those growing concerns.

As the 4 year cycle dictates, this past year brought the presidential primary to our state. Although the primary placed a strain on our operating budget and a significant burden on our personnel, the month long process passed without a major incident. Our success was due in large part to the willingness of all Division and Unit

“...we continue to be impressed with the extraordinarily high level of professionalism, commitment and dedication to duty each member of the Division brings to the City.”

heads to be flexible with allocating their manpower to help meet the challenges surrounding each event.

During the year Chief Jaskolka awarded 6 different Officers with Life Saving medals, the Department's second highest commendation. Each medal was awarded for an act of heroism in rescuing victims from fire engulfed buildings.

As each Unit generates its own Unit message, I will avoid 'stealing their thunder' by listing their accomplishments but as a representative of the Administration, I would be remiss if I did not mention that we continue to be impressed with the extraordinarily high level of professionalism, commitment and dedication to duty each member of the Division brings to the City.

Once again the annual report provides a formal opportunity to extend the sincere thanks of the Patrol Division to the citizens of Manchester for their continued assistance in furthering our goal of making our community a safer and better place in which to live and work. In Manchester, the community policing philosophy remains alive and well!

In closing, with our Nation still at war, 2 of our City's finest remain on active duty, deployed overseas. Both remain in our thoughts and prayers.

“Our success was due in large part to the willingness of all Division and Unit heads to be flexible...”



Deputy Richard O'Leary

As Deputy Chief of the Investigative Division I take great pride in the accomplishments unit members have achieved this past fiscal year. Most important, I'm proud to mention we have successfully executed our mission of bringing law offenders to justice and making the City of Manchester an attractive and safe community. The strategies we have incorporated in our efforts to investigate criminal offenses and operate adjunct support systems have truly made a difference. The Division is comprised of various components. Each component or unit is tasked with specific functions that fall under the general category related to crime investigation. The units are described as follows: Detective Unit, Juvenile Division, Domestic Violence Unit, Special Investigations Unit (SIU) and the Evidence Unit.

Collectively, assigned personnel took on numerous challenges during the year. Unit members worked on a number of significant or high profile cases including the multi-jurisdiction Home Depot theft case whereby four individuals were arrested in July 2003 as a result of their involvement in a New England wide stolen merchandise scam involving thousands of dollars in stolen goods. In April of 2004 the decomposed body of Amie Riley was discovered in a marsh on the city's West Side. An investigation into this young woman's death is ongoing. Additionally unit members worked on a homicide case involving a victim who was shot dead in the Center City in January of 2004. An investigation led to the arrest of Etienne Dickens for the cold-blooded killing of Larry Lemieux. Mr. Dickens is currently serving a life sentence for this crime. Moreover, during the summer months of 2004 investigators continued intensive follow-up work in preparation for the Chris Beltran trial. This individual had been charged with the brutal shotgun slayings of Amy Knot and Chris Squiglia. Mr. Beltran was the last of three defendants to be charged in this horrific crime. He stood trial in June of 2004 and after a lengthy trial was convicted of two counts of first-degree murder. He too is serving a life sentence for his crimes.

In addition to general follow-up work, unit members also took part in unique crime suppression assignments this year. As a result of

“...we have successfully executed our mission of bringing law offenders to justice and making the City of Manchester an attractive and safe community.”

acquiring federal grants, and in partnership with other agencies, members of the investigative unit were able to initiate and implement unique programs this past year, increasing our efforts to provide service to the community. The programs include our knock and talk, street sweeper and JOLT initiatives. Each program was designed to target certain areas of enforcement including narcotic and drug detection work and warrant execution details. Many contacts and arrests were made as a result of these specialized assignments and to this end they have proven to be valuable and successful.

Considering support operations, in continuing efforts to improve overall divisional functions, we took steps to acquire a new storage and shelving system in our evidence unit and implemented this state of the art program in March of 2004. After installation of a rolling shelf system we greatly increased our capacity to store evidence. The Manchester Police Department continues to acquire of upward to 7000 evidence items each year requiring cataloging and storage. In consideration of this high volume of items being collected and stored in our evidence holding areas, this new procedure proved invaluable and highlights our continuing efforts to improve service delivery.

In closing, I wish to take this opportunity to thank all of the dedicated members of the investigative unit's "team" for the efforts they put forward this past year. Together they have accomplished a great deal. More importantly, their efforts have, and continue to make the Manchester Police Department's Investigative Division an effective working unit, which provides a high level of service to the community. Together we look forward to the upcoming challenges the new fiscal year will bring and we remained committed to our stated missions.

“Together we look forward to the upcoming challenges the new fiscal year will bring and we remained committed to our stated missions.”



Sergeant Lloyd Doughty

This past year has been a very busy one for the members of the Crime Prevention Unit.

Fulfilling the many requests for services, while continuing to provide the day to day functions has been a challenge however, I am pleased to report that each and every request for our services along with the daily functions have been accomplished. The reason that I can report and yes, even boast about this fact, is because of the outstanding working relationship we continue to enjoy with the members of the Community Policing Unit. It is because of this relationship and the dedication of the officers who provide the services that this continues to be accomplished. They realize the importance of the message put forth, and thus the aforementioned has occurred.

Before I continue I would like to point out that during this past year two dedicated individuals from the Crime Prevention/Community Policing team have retired. I would like to acknowledge and recognize Sergeant William Cavanaugh and Officer Richard Gilman, two individuals that continually answered the call in providing services. They left huge shoes to fill and will be missed not only by their peers but also the Community they served. We wish them the best in their retirement years.

One of the most important ways to insure that the Crime Prevention message gets to our citizens is through the media. Sergeant Mark Fowke continues to, at every opportunity, build upon the positive media relationships that this agency has put forth in the past. The continuation of these relationships insures that we have opportunities to not only report on serious matters occurring but also allows us opportunities to educate the public and advertise our Crime Prevention programs. Many of the requests for services provided by the Unit come from these media reports and we fully expect for this to continue.

School Programs continue to be an important function of the Unit. The G.R.E.A.T. program continues to be taught in all of the Manchester eighth grades. The D.A.R.E. program, which has recently been updated and consolidated, continues to be taught in the sixth grade. Officer Friendly continues to visit the first and third grades of Manchester's schools along with many of the child care facilities, as requested. School Program Officers Richard Gilman, Terrence McKenzie and Paul Rondeau, assisted by School Resource Officers Kenneth Pitman, Keith Chandonnet Lori Tremblay and Tim Patterson provided these services during this period.

***“...the
Manchester
Police
Department
continues its
long-standing
tradition and
commitment
to the Crime
Prevention
function.”***

Staying on the subject of the Units commitment to youth, The Manchester Police Athletic League reached a significant milestone during this period. The PAL Center was opened with a grand ceremony on February 26th, 2004. This by no means was a small accomplishment. The building was in need of major renovations. With financial assistance provided by grants applied for by the PAL Board of Directors, the City through the Community Improvement Program, and the Federal Government through the Office of the United States Attorney, the building has become functional. Manchester PAL now has a home for many new programs. Our highly successful LaCrosse, Football, Hockey and Drill Team continued this year. Before leaving the MPAL program we must thank, for their continued outstanding support, the folks at C. B. Sullivan Company. It is through their continued generosity and hard work that we were able to do so much programming this past year.

During this past year we have continued to present the many Safety and Security Programs we have become known for. Each and every one of these programs allows us to impart the important Crime Prevention message to guests and citizens of Manchester. Some of the topics covered during this period included personal, home and business safety and security, violence in the workplace and robbery prevention and awareness. We have also continued to provide programs in the area of legal and illegal drug abuse and along that line, pharmacy robbery and security. The Child ID program, introduced last year with the assistance of Dartmouth Hitchcock Manchester, continues to be most popular and was presented in conjunction with many of the previously mentioned programs when appropriate. This area continues to keep the Unit very busy.

The extremely important Manchester Crimeline program continues to provide valuable assistance to the agency. During this reporting period Manchester Crimeline was instrumental in the solving of many cases. 28 arrests, with some of these people being arrested for multiple charges, resulted by people contacting Manchester Crimeline. The cases reported on involved illegal drug manufacture and distribution, receiving stolen property, rape, armed robbery, the locating of a wanted persons and the locating of a handgun by a ten year old boy. A total of \$8,300 was paid out in rewards this past year. Obviously Crimeline continues to be an intricate part of this agencies Crime Prevention function. While it would be nice to not have this type of activity taking place in our community, having a Crimeline Program gives us another opportunity to solve matters and prevent individuals from continuing their criminal behaviors.

In conclusion, one can plainly see that the Manchester Police Department continues its long-standing tradition and commitment to the Crime Prevention function. We will continue to, at every opportunity, perform as we have in the past. Our citizens have come to expect this and we will not let them down no matter what the challenges might be.

“During this past year we have continued to present the many Safety and Security Programs we have become known for.”



***Richard Ranfos
Fleet Supervisor***

The garage once again had another busy year. We changed one engine on our 1993 Hyundai.

The majority of the work was regular breakdowns and scheduled maintenance. We did however have major problems with vehicle batteries going dead after the vehicle sat for a length of time. After hours of diagnosing we determined that most of the draw was coming from the MDT terminals not shutting down. They are made to shut down after fifteen minutes. We repaired and replaced them as needed.

The garage also installed forty new MDT computer modems in the vehicles. We were having numerous electrical problems that were troubleshooted weekly on the computers resulting in all forty modems being replaced.

The city authorized the purchase of twenty new vehicles. We purchased thirteen police package Ford Crown Victorias and seven Chevrolet Impalas. The state bid for the Fords was awarded to Gateway Motors in White River Junction VT. The seven police package investigative vehicles were awarded to Hilltop Chevrolet in Sommersworth, N.H.

We installed Fiberglass trunk organizers that have a layer of kevlar on the gas tank side of the organizer. These were installed for officer safety since it keeps objects in the trunk from puncturing the fuel tank during a rear end collision. We also installed slide out trays in the trunk. All the electrical components are mounted on these trays resulting in easier access when performing electronic maintenance in the trunk.

The three technicians in the garage did a terrific job again this year keeping the vehicles running and in safe condition. We are fortunate that we have a terrific facility, which enables us to do our job in a timely manner.

“The three technicians in the garage did a terrific job again this year keeping the vehicles running and in safe condition.”



Rachael Page
Communications Manager

The Communications Division of the Manchester Police Department is comprised of 4 sections: Emergency Services Dispatch, Police Services Specialists, Information Support and the Holding Facility. The 5 Dispatch Supervisors, 15 Dispatchers, 4 Police Services Specialists and 2 Information Support Specialists provide professional and exceptional public service to the citizens of Manchester and those who visit our city. These fine women and men are truly the lifeline between the general public and the officers they serve.

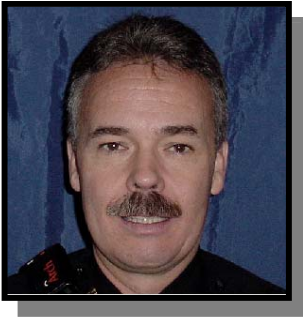
As the population increases, so do the demands of the Communications Division. Over the past three years, Communications personnel handled an average of 98,961 calls for service to include both routine and 911 emergency calls. Although the responsibilities of the job are demanding and often stressful, they never lose focus on their top priority: ***Officer Safety and Public Safety.***

The Police Services Specialists, who maintain order at the front counter, took over 2800 police reports, an increase of over 300 reports than the previous year. Along with taking police reports, the Police Services Specialists handle all foot traffic in the lobby, take in evidence, search prisoners, process daily paperwork, maintain personnel rosters as well as many other important tasks which keep them extremely busy.

Our Information Support Specialists do an exceptional job at keeping our computer, phone and security systems up and running. They have continued to keep our equipment in working order while keeping up with new technology demands. They keep the Mobile Data Terminals in full working order, allowing the officers on the street the tools they need to do their job in the most efficient way possible. An upgrade of this system in the near future is planned which will further increase the speed and efficiency of the mobile computers.

The Communications Division of the Manchester Police Department will continue to provide the citizens of Manchester and the employees of the Manchester Police Department with professional and quality services.

“Although the responsibilities of the job are demanding and often stressful, they never lose focus on their top priority: Officer Safety and Public Safety.”



Sergeant Steve Ranfos

The Training Division kept extremely busy throughout this time period. The staff worked hard to complete our mandatory training requirements, while at the same time offering a variety of other in- service training programs. Beyond our training responsibilities, the training unit is responsible for recruiting the best possible

police and civilian candidates. This process is daunting. Training Division members attend numerous recruitment drives at local colleges and Universities to attract a diverse candidate group. When it comes time to hire, Training Division personnel coordinate and administer all phases of the testing process. Once hired, these new employees participate in our own demanding training program. Consistent with recent past years, we have experienced an ongoing number of retirements and resignations which has kept the training unit under constant strain in an attempt to achieve full staffing.

In the summer of 2003, the Training Division consisted of Sergeant Steve Ranfos as the Training Director, Officer Maureen Tessier as the Recruitment and Selection Officer, Officer Todd Biery as Training Officer and Officer Eve Eisenbise as the head Firearms Instructor and Range Officer. This combination of personnel was a good match, allowing a tremendous amount of work to be accomplished in a short period of time and with minimal expenditures. In February of 2004, Officer Tessier was promoted to the rank of Sergeant and was reassigned to the Patrol Division. Officer Scott Page was chosen as the new Recruitment/Selection Officer beginning his duties in the Training Division in March of 2004. Officer Page took over where Officer Tessier left off. He has worked extremely hard in an attempt to provide full staffing with the best possible candidates.

Between July 2003 and June 2004 the Training Division hired seventeen police officers, and twenty- six civilians. We conducted two police recruit academies during this time frame. The civilian positions included, parking control, police services specialist, dispatch, and crime analyst. One of the primary goals between 2003 and 2004 was to achieve one hundred percent staffing within the Communications Division. By the summer of 2004, we were still trying to fill several positions.

With the police test and extensive background process, candidate attrition was so high, that we were unable to fill three of the approved slots we had in the summer of 2004. Over the last two years, we have noted a significant decline in the amount of police candidates attending the initial testing process. The last two open police tests have attracted fewer than one hundred candidates. Several years ago, similar police tests would attract six hundred or more candidates. Research has revealed that this phenomenon appears to be a regional problem that all agencies are experiencing. The search for viable Dispatch candidates has been equally as difficult. Eight separate Dispatch tests were conducted which resulted in the hiring of five Dispatchers.

“It remains our mission to provide the citizens of the City of Manchester with the best-trained and best-equipped officers available.”

To aid in our recruitment efforts, Training Division staff attended four separate job fairs to include presentations at Hesser College, the New Hampshire Vocational Technical College, Saint Anselm's College and McIntosh College in Dover. We have had applicant's participate in our police testing process that we had met at each of these job fairs.

Use of Force Training was conducted in early June for all sworn personnel in 2003 and 2004. In 2004, the training session was extended out to eight hours. This allowed us to cover the mandatory portion of Use of Force Training and then add a dynamic self- defense portion. Much consideration was given to the type of additional training that would be given. The training staff and police administration recognized that it has been some time since specific hands on defensive tactics training has been given. This training was conducted by CheckMate self defense and was tailored specifically to police work.

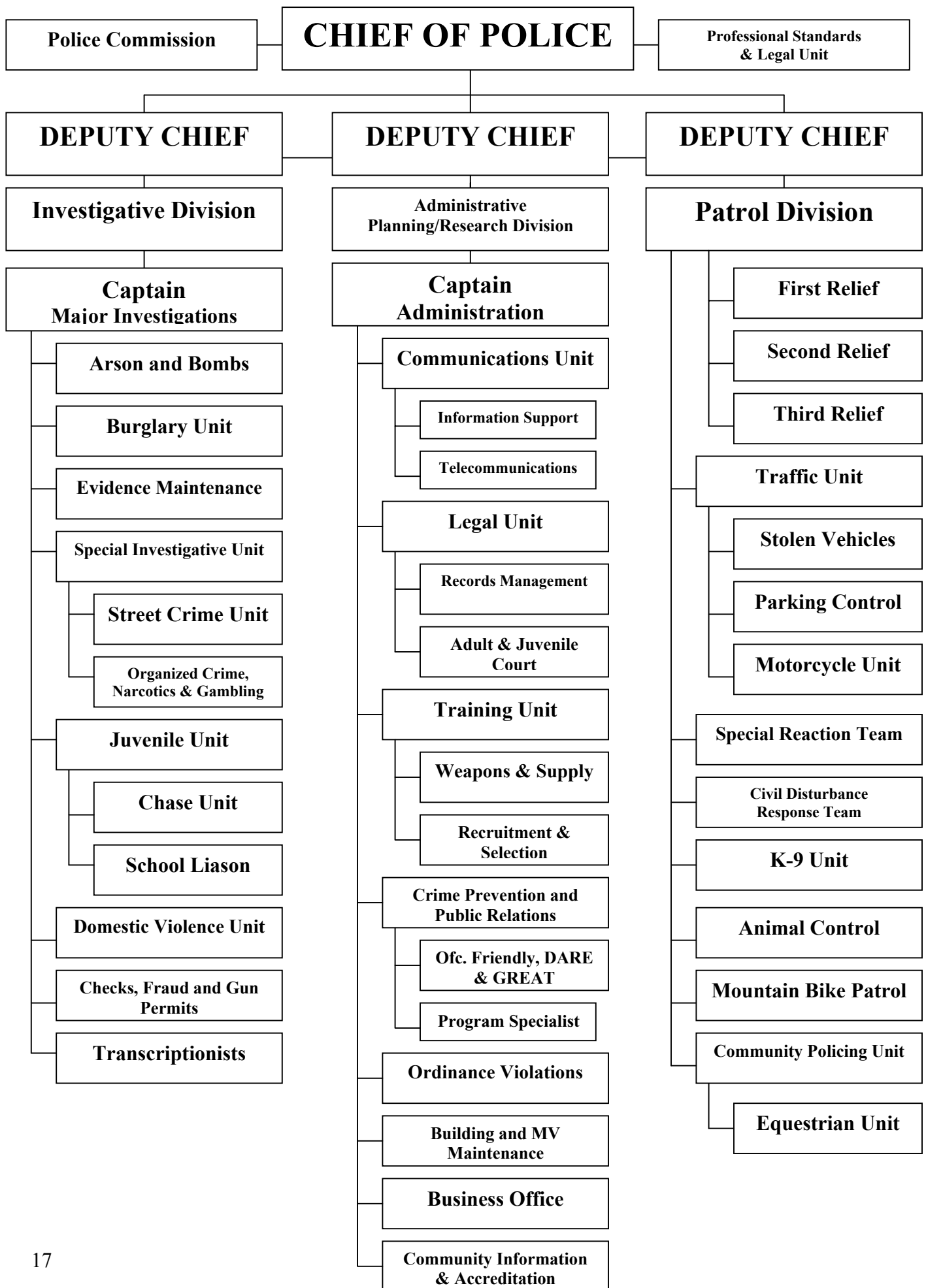
The defensive tactics training was well received by the officers who participated. Many positive comments were received and many officers have continued on to further their personal knowledge of defensive tactics techniques. A review of the use of force reports compiled for the year revealed that these techniques were subsequently used by our officers and proven to be effective in the majority of cases.

Cultural Diversity training was held in the summer of 2004 for all department employees. This training consisted of a four-hour training block conducted by the United States Department of Justice. The presentation included an exercise and discussion of the various cultures in Manchester, a cultural historical perspective, bias base profiling, immigrant communities overview, prejudice and discrimination and concluded with a panel presentation. The panel consisted of representatives from several immigrant cultures currently living in Manchester. The panelists gave a description of their specific culture and then explained how people of that culture perceived police officers. This ended with a question and answer period. This question and answer period stimulated great conversations within the class.

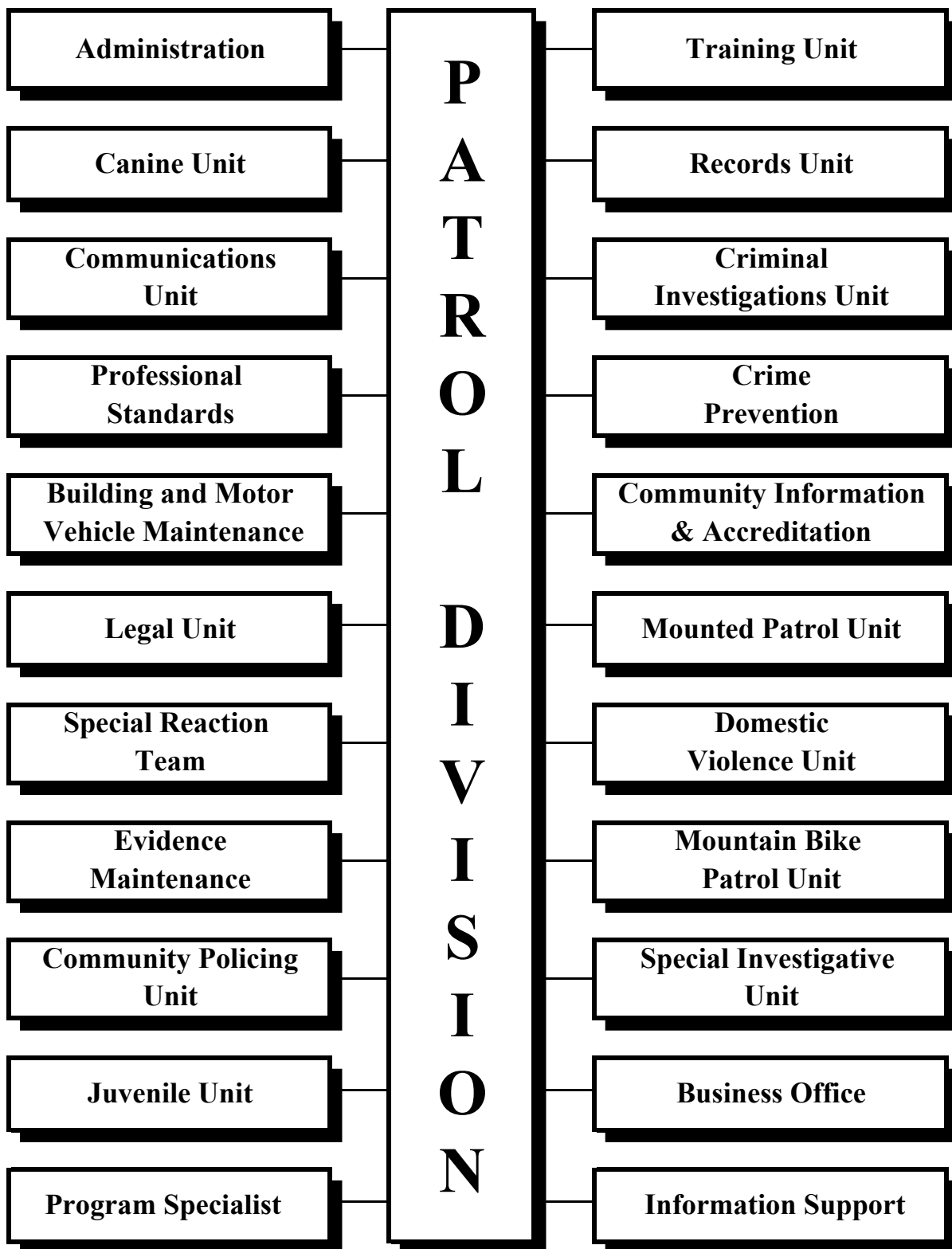
Throughout the summer of 2003 and 2004, the Training Division continued to work together with members of the Fire Department, Health Department and local hospitals to integrate and smooth out our emergency preparedness. In 2004, we participated in several Seabrook Nuclear Plant emergency drills, two of which were graded by FEMA. As a part of these drills, the City Emergency Operation Center was opened on at least three occasions. We are currently in the process of creating a backup Emergency Operation Center for the city that will be located at the health department. Members of all the key city agencies have worked hard to form one cohesive group that is ready to respond to any sort of natural or man made disaster.

The training staff is geared up for another busy year. We plan on achieving one hundred percent departmental staffing. We hope to improve our in service training abilities and we want to give all officers further defensive tactics training. It remains our mission to provide the citizens of the City of Manchester with the best-trained and best-equipped officers available.

“The training staff is geared up for another busy year. We plan on achieving one hundred percent departmental staffing.”



Manchester Police Department Operational Chart





Captain David Mara

The Manchester Police Department continues to maintain professional standards to ensure agency integrity, efficiency, and the fair and impartial administration of law enforcement in the Manchester community. The Professional Standards Unit is responsible for meeting this challenge.

The Professional Standards Unit is responsible for the administration of personnel complaints and internal investigations in a prompt, thorough, and judicious fashion. Additional responsibilities include the maintenance of all records concerning complaints and investigations and ensuring strict confidentiality. The unit also reviews all positive and negative disciplinary matters, incidents involving the use of force, police-involved automobile accidents, police pursuits, employee evaluations, and probationary reports.

Upon completion of an investigation, the Chief of Police will provide a written or verbal notification to the complainant and employee concerning the results of an investigation. Final disposition of the case may be any of the following:

1. *Sustained:* The allegation is substantiated.
2. *Unfounded:* The allegation is false or not factual
3. *Exonerated:* The incident occurred, but the member/employee acted lawfully, properly and in accordance with procedure.
4. *Not Sustained:* The allegation is not substantiated. No sufficient evidence was uncovered to prove or disprove the allegation.
5. *Misconduct Not Based on Complaint (Sustained):* Substantiated misconduct which was not based or alleged in the initial report.

In the calendar year of 2003 four formal internal affairs investigations were conducted. One complaint was sustained, one complaint was unfounded, one complaint was unfounded with other improper conduct and one complaint is still being investigated.

“The Manchester Police Department continues to maintain professional standards to ensure agency integrity...”

The Professional Standards Unit will continue to ensure the high standards that are required of the members of the Manchester Police Department. The preservation of these standards will continue to enhance the positive relationship between the Manchester Police department and the community it serves.

To Commend Exceptional Performance by a Manchester Police Employee:

The best way to **commend** the actions of a Police Department employee is to write a brief **letter** describing the incident and the actions you think were exceptional. Information such as the **date**, **time**, and the **location** will help identify the employee if you do not know his/her name.

If you choose not to write, you may ask to speak to the employee's **supervisor** and make a verbal commendation. Commendations received by the **Manchester Police Department** are forwarded to the employee with a copy placed in his/her **personnel file**. Although our employees do not expect to be thanked for everything they do, recognition of exceptional services is always welcomed. This kind of **feedback** helps us know if we are doing a good job.

To File a Complaint Against a Manchester Police Employee:

Complaints will be accepted from any source, whether made in **person** (351 Chestnut Street), by **mail**, or over the **phone** (603-668-8711 ext. 307). You may also submit a complaint via **e-mail** to dmara@ci.manchester.nh.us.

The Professional Standards Unit, when it becomes aware of complaints or allegations against a department member, may conduct an independent **investigation** or may refer the complaint to the appropriate command for investigation.

The average case takes **30 days** to complete, this would depend on the complexity of the case and availability of witnesses. Once the investigation is concluded, the Chief of Police will **notify you** by mail of the findings.

“The Professional Standards Unit will continue to ensure the high standards that are required of the members of the Manchester Police Department.”



***Donna Beauparlant
Records Supervisor***

During this past year we have had our ups and downs in keeping up with the caseloads that are sent to the City Solicitor, County Attorney and Domestic Violence Unit at District Court. It's like holding a large puppy - as we struggle to keep up one end of the paper flow, the other end drops down, we pick it back up and the cycle continues. To help us save some time in this endeavor, we started a new format of sending our trials to the City Solicitor. Whereas we have always copied the complete cases to forward to them, (a very time consuming task due to our inadequate copier), we now copy just a portion of the file for our use and send the originals to them. This can only be done because the case notes are now available on the computer. There still are many bugs in this new system which we are working to clear up.

Another time saver has been the State's complaint entry program called J-One. This has made complaint writing faster and with less errors. Once the basic information is entered, making multiple complaints or amending them is easily done. We are now training a third Records clerk to prepare cases on J-One to help out with the morning court rush and the heavy volume of arrests.

It takes three persons to write the complaints, prepare the trials for the City Solicitor, enter the court dates and dispositions and keep track of the bail conditions for District Court. The domestic files and felony cases are prepared first and sent to the City Solicitor within days of arraignment. The rest are usually done within a month of their trial date and all subpoenas are sent out at that time.

Each month there is a Mediation Day at District Court which allows citizens who pled not guilty to the Dept. of Safety to speak with an arraignment officer about their motor vehicle summons. We receive a list of names from the court and a records clerk pulls the cases, runs their MV records and sends out letters to each one. Although this takes up a lot of that clerk's time, the process saves money for the department because each month about half of them change their plea to guilty which cancels the need for many trials.

***“...the Records
Division will
continue to
maintain its
commitment in
serving the
community of
Manchester.”***

The Assistant Supervisor is in charge of maintaining all the Protective Orders and Warrants entered into the computer system and filed in Communications. This is a very important duty and must be handled conscientiously as their status changes often and errors could mean a false arrests and law suits.

One clerk enters all the motor vehicle and ordinance summonses, runs the appropriate record with each and enters the docket and disposition information when necessary. He also maintains the jackets and does the bulk of the filing in our new file room (which is also a time saver because we don't have to go to the third floor and retrieve old cases out of boxes).

Another clerk handles all of the County Attorney case work – She copies and sends the felony cases over to them, enters, prints and sends out the subpoenas, cancels cases on a regular basis and enters the dispositions into the computer when the trials are done. The task of canceling cases has been greatly improved. We used to fill out a pink slip that was sent to roll call for a supervisor to sign off that he/she cancelled the officer. This system never worked due to the officers' days off and vacations. The onus has now been put upon the officer to check his voice mail the evening before a trial date. A records clerk calls the officers voice mail to let him know that a trial or hearing has been cancelled or continued and then records this information on a subpoena database. This has worked very well and has saved both time and money.

Two clerks are in charge of the customer window. They handle all of the requests for gun permits, fingerprints, case reports, photographs, games of chance, etc. The bookkeeping is done on the cities H T E system that requires reports at the end of the day, week and year. One of these clerks takes care of all the mail requests and billing while the other confirms the information on the white notes as she enters victims, witnesses and suspects into the computer.

The Records Division deals with a wide spectrum of tasks and a heavy workload. We haven't completely adapted to the loss of a records clerk position and even though the duties have been divided up between the remaining five clerks, the assistant supervisor and myself, this extra work weighs heavy on some staff members.

Although we have experienced a heavy workload this past fiscal year, the Records Division will continue to maintain its commitment in serving the community of Manchester.

“The Records Division deals with a wide spectrum of tasks and a heavy workload.”



Lieutenant Richard Valenti

The Manchester Police Department Traffic Division is part of the Patrol Division and falls under the span of command of the Deputy Chief of Patrol. Members of the Traffic Division include: Supervisors Lieutenant Richard Valenti and Sergeant Shawn Fournier. Auto Theft Investigator Charles Piotrowski. Traffic Investigators: John Buchan, Michael Hurley, Brian Blais and Paul Grugan. Motor Vehicle Enforcement Officers: Robert Harrington & Jeff Kelley. Divisional Secretary: Lorraine Martel. Parking Control Officers: Belinda Scarboro, Krystyna Donati, Paula Sawyer, Paula Kay Bourgeois and 40 School Crossing Guards.

The Traffic Division underwent some significant changes this past year. Division Secretary Barbara Fletcher retired, Lorraine Martel took her position. Officer Michael Hurley came aboard as an investigator, Jeff Kelley was added to our enforcement complement.

The Traffic Division is responsible for the investigation of serious motor vehicle crashes and fatalities, auto thefts, motor vehicle enforcement and education, VIP motorcade protection, coordination of security and flow for special events, parking control, school crossing guards, and a variety of road races, walkathons, parades and Fireworks.

Working in unison with the Highway Enforcement officers, we continued to conduct inspections of all city taxis. During our surprise inspection we found numerous deficiencies. 4 taxis were put out of service, 2 permanently. The taxi owners worked with us and to their credit repaired deficiencies and had the taxis back in service within a very short time.

With funding from the New Hampshire Highway Safety Agency, we conducted several seat belt enforcement campaigns directed towards educating both children and their parents about the need for children to wear seatbelts. Working with the Highway Safety Agency, we also held our annual Seatbelt Challenge at Memorial High and Central High school. At the statewide challenge neither team placed in the top 10.

“The Traffic Division underwent some significant changes this past year.”

Our Parking Control Officers issued 63,702 parking citations for the calendar year. Ordinance Violations Bureau collected 1,282,486 dollars for the calendar year in parking fines. The department's mobile PCO "Kay" Bourgeois addressed abandoned vehicles (314 towed over the course of the year) parking issues throughout the city and the booting of vehicles (444 vehicles during the year).

Officer's Jeffrey Kelley and Brian Blais this year successfully completed North American Standard Level 1- Federal Motor Carrier Safety; making them the only local New Hampshire Law enforcement officers nationally certified to conduct commercial vehicle inspections.

Officer Piotrowski had a busy year, automobile theft increased from 241 to 336 (2003). Officer Piotrowski was able to charge 94 suspects with various motor vehicle offenses. Piotrowski recovered a total of 21 stolen and or abandon automobiles out of Black acres

Motor vehicle enforcement continues throughout the city. This past calendar year (2003) our officers responded to 7,364 accidents, initiated 18,703 motor vehicle stops, and issued 9,654 summonses. Much of the Traffic Division's efforts were directed toward school zones and residential neighborhoods. The Traffic Division, in concert with the New Hampshire State Police, continue to do motor vehicle enforcement throughout the summer months.

“Motor vehicle enforcement continues throughout the city. Much of the Traffic Division's efforts were directed toward school zones and residential neighborhoods.”



***Dennis Walsh
Animal Control Officer***

The Manchester Police Department's Animal Control Division is staffed by two full time animal control officers (ACO's) and provides coverage seven days per week. Currently we are Dennis Walsh and Kelly McKenney. Kelly formerly served as animal control officer with the Merrimack, NH Police Department, and was a welcomed addition to Manchester in January 2004.

ACO's respond to all animal related calls for service, city wide, whether domestic or wildlife related. Primary duties include enforcement, investigations, rabies cases, impounding stray animals, school presentations, and assisting patrol and detective units. People skills are a major requirement for an ACO, as a great deal of our contact results are effected through educating the public.

Legislation is introduced annually at the state level to tighten and clarify animal issues. Some of this becomes law, with the remainder usually being reintroduced in another session. The bottom line for the ACO is more enforceable laws, making us more efficient.

Fiscal year 2004 saw the normal run of cruelty cases intermixed with violation level offenses. With the assistance of other units in patrol, we served approximately 600 civil forfeitures and summonses issued by the city clerk for unlicensed dogs. The ACO's also generate forfeitures and summonses independently. We emphasized city park enforcement in the spring of 2004, using a mix of education and fines.

The Animal Control Division began a program of school safety presentations this year. We visited elementary schools and the city library, trying to reduce the number of animal injuries and rabies exposures to children.

Other highlights include immobilizing and removing moose and other animals from the city, safety and chemical capture training with Ringling Brothers Circus, training classes for police recruits and new dispatchers, ACO training for new Laconia and Merrimack ACO's, and assisting traffic division during presidential and VIP visits. ACO Walsh attended a one-week continuing education ACO training at UNH, with both ACO's participating in other training

***“The Animal
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sessions. ACO McKenney did an informational and public relations appearance at the annual Pet Walk at Livingston Park.

ACO David Dydo retired on 31 July 2003, after serving for 23 years. He was well known throughout the city and will be missed. During his tenure, he created programs beneficial to the public and animals, and brought a high degree of professionalism to the animal control job. Good luck, Dave, in your new life.

The Animal Control Division will continue to provide established services to the citizens of Manchester, shifting focus as the workload dictates, being proactive and innovative. Thank you to all who help us, in any way, to be effective.

ANIMAL CONTROL STASTISTICS

July 1, 2003 – June 30, 2004

<i>Phone calls handled</i>	<i>5489</i>
Calls for service	3008
Elementary classroom presentations	39
Wildlife calls	263
Impounded dogs	286
Impounded cats	170
Claimed animals	200
Dog bites	83
Cat bites	31
Summonses issued by ACO	295
Recorded warnings by ACO	156
Rabies transports to state lab	30

“The Animal Control Division began a program of school safety presentations this year.”



Sergeant Kevin Kincaid

The Community Police Unit continues its mission to interact with the community in a positive manner. We have continued to build on our commitment working with our

community and our community partners to improve the quality of life within our city.

The Neighborhood Watch programs continue to flourish. The interaction with the community has helped improve the quality of life and reduce crime in our community. The partnership between the community and Police Department is strong and has brought a mutual respect and understanding. These partnerships help us bring out the best in community policing.

The Federal Weed&Seed program continues to fulfill a large portion of our community efforts. Building partnerships within the community and increasing community involvement has been a hallmark of the Community Police strategy. The W&S program has a community police officer assigned full time providing various tasks enhancing community spirit. Landlord training, neighborhood watch groups and trash and light initiatives are a part of his duties.

Our PAL initiative is expanding in its outreach to the youth of our community. Aside from sponsoring football/cheerleading programs, the PAL sponsors a youth Lacrosse League; Boxing program and self defense program. In February 2004, the PAL building officially opened on Lake and Beech St. This facility will enable the inner-city youth to participate in programs unavailable or unaffordable to them otherwise.

The Manchester Police Department, through its Community Police Unit, continues its partnership with the community and community partners. Two community police officers patrol the various Manchester Housing Authority (MHRA) sites. These officers are usually the first police official encountered by many of our new immigrants. Their positive interaction is the first step in creating positive partnerships.

Our partnership with our senior citizens continues to be popular. Our senior services officer, Jeff Bolduc, continually provides a valuable service to the community and is very innovative in his approach. Nature walks, cell phones for seniors, Just In Case programs, Alzheimer's awareness and the Christmas light tour are some of the highlights of the senior programs.

The Manchester Police Department's Community Police Unit will continue to work with the community and community partner's to provide a quality of life environment for our citizens.

“The interaction with the community has helped improve the quality of life and reduce crime in our community.”



Sergeant Robert Moore

The time period from July 2003 through June 2004 was a very busy and successful one for the Special Investigations Unit.

The undercover officers and investigators of this unit did an excellent job. As in the past, we enhanced our efforts by joining forces with the NH Drug Task Force, the NH State Police, DEA and Customs to get some of the results listed below. The continuation of Operation Streetsweeper makes many of these joint efforts possible. Some highlights from this one year period are:

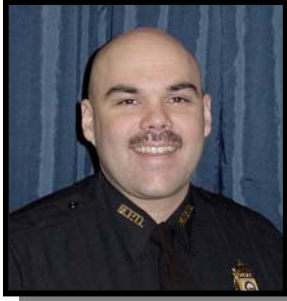
- ◆ the arrest of 2 top level XTC dealers, Troy Collinge and David Lewis which netted approximately 3500 tabs of XTC.
- ◆ The arrest of several top level crack sources, to include Rhadames Reyes, Willie Nieves and Luis Cabarallo.
- ◆ The arrest of several top level heroin dealers, to include Juan Acosta, Jose Vasquez and Jorge Deida (who had recently completed a sentence for murder in Connecticut).
- ◆ The arrests of individuals involved in doing armed home invasions as well as the sale of a variety of illegal drugs, to include David “Chico” Garcia and Jose Gomez. These cases were instrumental in gathering evidence in the Larry Lemieux homicide in which Etienne Dickens was convicted.
- ◆ The arrest of a major marijuana trafficker, Casey Fisher, who was convicted in a murder for hire scheme in Massachusetts as part of his drug operation.

In addition to these highlighted cases, almost 100 suspects were arrested for felony drug offenses, 23 search warrants were executed and the following were seized:

- ◆ Approximately one kilo of cocaine, 22 ounces of crack, over 1400 bags of heroin, 2 ounces of methamphetamine, \$155,000 cash, 6 handguns and a variety of prescription drugs.

As always, we are grateful to all those who provided information and assistance to us and made this a successful year.

“As always, we are grateful to all those who provided information and assistance to us and made this a successful year.”



Lieutenant Richard Reilly

Fiscal year 2003 – 2004 has been a very rewarding year for the men and women serving in the Juvenile Unit. Sgt. Favreau and I have completed our first full fiscal year as the unit supervisors. We have been very fortunate to be surrounded by a very talented and committed team of detectives and support personnel.

The Juvenile Unit has enjoyed many successes throughout the year. The most notable case includes the arrests of Judson Stockton of Manchester and Kevin Larabee of Dexter, ME. Both are presently facing State and Federal charges and subsequent lengthy prison sentences resulting from child abuse and child pornography related crimes.

In an unrelated investigation, Det. Brian Riel worked with Merrimack County prosecutors whose collaborative efforts resulted in Scott Abram receiving 50 years in prison for what was described as “relentless and savage” abuse of two children in his care. These two cases are only two of many tragic cases resulting in the investigation and prosecution of the community’s most heinous offenders.

Dets. Jim Flanagan, Craig Rousseau, and Mike Biron are a uniquely trained set of investigators whose purpose is to investigate abused and neglected children. They are incredibly effective and have earned a very favorable reputation in other agencies bearing similar responsibilities regarding the protection of children and the prosecution of offenders.

The School Resource Officers (SRO) often represent the front line of juvenile investigation and child protection. During the reporting period, these detectives were Lori Tremblay, Tim Craig, John Morris, Kevin Covey, Keith Chandonnet, Tim Patterson, and Ken Pitman. The “street level” nature of their position often results in preventing undesirable behavior in the schools and promoting a safe learning environment for the students and staff.

The most important advantage of the SRO program is the access the students have to the police. Accompany any of our SROs in the schools and you will quickly recognize the familiarity that exists between the SRO and student. The school environment possesses a wealth of the information that is gathered and assessed by the SRO. This often leads to crime prevention and crime solving in the community.

The aforementioned Stockton/Larabee arrest is a tragic but clear example of the SRO/student relationship. In this case, the young person with information reported to investigators that she was able to provide critical statements to Det. Tremblay because of the trust and familiarity she had with the detective. The case may have otherwise gone unreported and the abuse would have continued. This is one of several cases that demonstrates that the relationship between the SRO and the student is an indispensable component to accomplishing the missions of the Manchester Police and School Departments.

“...we are achieving the correct balance between efficient investigative practices and aggressive delinquency prevention programs for the purpose of promoting safe schools and a safer Manchester community.”

The activities of the Juvenile Unit detectives do not end with investigative work. They frequently participate in various meetings and advisory committees on an as-needed basis. These have included a number of community-based meetings in conjunction with our Community Policing Unit, and crime scene educational presentations in the city schools. The Unit also provides instruction for community groups and organizations on the subject of child abuse prevention and detection programs.

Other ventures in the unit include the Manchester Sex Offender Registration Program. Det. Scott Fuller continues to do an admirable job keeping these registrations current and making arrests when necessary. It not uncommon for Scott to meet with eight to twelve offenders per week to update an existing registration or register for the first time

Computer based offenses and associated training programs for our detectives continue to be at the forefront of short and long term planning. Detectives Richard Nanan and Tim Craig have spearheaded this effort and have shared in several successful investigations involving crimes against children involving the Internet.

The Juvenile Unit is also the executive office of the Manchester Police Athletic League, and the focal point of the Weed and Seed and Project Safe Neighborhood Initiatives, and JOLT and CLASS programs. These programs and efforts to utilize court diversion programs have and continue to reduce court costs and arguably reduce recidivism rates among juvenile offenders.

Statistics calculated at the end of calendar year 2003 demonstrate that our programs have contributed to a decline in the number of delinquencies and CHINS offenses and a reduction of juvenile victimization. At this reporting time, current statistics demonstrate that we will enjoy another decrease at the end of 2004.

	<u>Delinquencies/CHINS</u>	<u>Victims</u>	<u>Total</u>
2002	1,469	854	2,323
2003	1,257	824	2,081
	(-) 14%	(-) 3.5%	(-) 10%

Many Detectives serving in the unit also serve in special units. Six members serve on the Civil Disturbance Resolution Team and four others serve on the Special Reaction Team. Both Sergeant Favreau and I serve on these teams as well. Sgt. Favreau serves on the Board of Directors for Makin it Happen, and is President of the Manchester Police Relief Association.

I believe the effort put forth by our personnel in the Juvenile Unit and the corresponding reduction in reported delinquencies, is evidence that we are achieving the correct balance between efficient investigative practices and aggressive delinquency prevention programs for the purpose of promoting safe schools and a safer Manchester community.

“The Juvenile Unit has enjoyed many successes throughout the year.”



Sergeant Scott Legasse

In 2004, the Manchester Police Department had 2315 reported cases of domestic violence with 1132 arrests

made. This is the largest number of cases ever reported. The unit has grown over the years since the units inception in 1994, from three to 14 employees from four agencies that have partnered together to combat domestic violence. In 1994, the police department formed the Domestic Violence Unit, which was comprised of a Sergeant, a detective, and an advocate. In 1996, the Manchester Police Department entered into a partnership with area agencies to more effectively combat domestic violence. The agencies involved in the collaboration with the Manchester Police Department are the YWCA Crisis Service, the Hillsborough County Attorney's Office and the New Hampshire Department of Corrections Probation and Parole Office. Team members are highly trained seasoned veterans. Our goals are to hold offenders accountable for their actions, while ensuring the safety of the victim through support and services.

Over the course of the fiscal year 2003-2004, the police department had 11 employees in two offices assigned to the project in various capacities. In the MPD office, Detectives Brian LeVeille and Steve Mangone investigated the reports, while Officers Steve Olson, Brian Cosio and Mark Beaudry were assigned to the Domestic Assault Response Team (DART). The DART team works from 5:30 PM to 2:00 AM and responds to domestic violence calls for service. Victim witness advocate Julie Fielding provided advocacy. Betsy Fleurent was the victim/witness advocate responsible to work with the arraignment prosecutors to keep victims apprised of the cases through the arraignment. An administrative assistant supported the MPD office. Jessica Forbes held this position by Lori Quinn and later.

Victim/witness advocates Andrea Clement and Suzanne Schank staffed the Domestic Violence Project office located in the Manchester District Court. They were responsible for addressing victim needs through the trial. Attorney Jean Reed of the Hillsborough County Attorney's Office was the prosecutor. The New Hampshire Department of Corrections Probation and Parole

***“...the
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Office assigned a probation officer to monitor offenders. Officer's Keith Phelps and Gil Provost shared these responsibilities for the year. The NH DOC also supported the unit by providing the administrative assistant position. Linda Laine held this position by Darlene Saunier and later. The YWCA Crisis Service provided victim advocacy from a non-governmental agency to work with victims within the criminal justice system. Lori Quinn was hired for this position.

The unit continued to receive funding through the Grants To Encourage Arrest Policies and Enforcement of Protection Orders Program (GTEAP & EPOP) made possible by the United States Department of Justice Office of Justice Programs and by the Services, Training, Officers, and Prosecutors (STOP) Violence Against Women Grant made available by the State of New Hampshire Attorney Generals Office. This funding is essential in continuing the high level of services the project offers to provide victim safety and offender accountability.

I would like to thank all those involved in the project for their hard work and dedication to keep victims safe. Victims can be sure that we will remain dedicated to assist them in every way possible, so that Manchester is a safer place. The community effort is unmatched in any other community in New Hampshire. I would also like to thank all of those organizations that have helped us during the year to end domestic violence.

“Victims can be sure that we will remain dedicated to assist them in every way possible, so that Manchester is a safer place.”



Sergeant Ernie Goodno

The Manchester Police Canine Unit is best described as professional, dedicated and hard working. The officers and their canine partners work as a team to provide a variety of services to their fellow officers and the community of Manchester. I, with the assistance Sgt. John Dussault are the administrative and training supervisors for the unit. We are excited to be part of an excellent unit and we know that the success of our unit will continue due to the professionalism, dedication and work ethics of the canine teams that solidify our unit as a whole.

The Unit is comprised of nine K-9 teams. They are trained to locate suspects of crimes, lost persons, evidence recovery and some are trained for narcotic detection. The K-9s versatility makes them a valuable tool for the department. The unit continues to train at a vigorous and professional level. Training is conducted on a variety of situations so that we are prepared for the most basic to the more bizarre scenarios we may encounter. The entire unit adheres to the standards set forth by the United States Police Canine Association (U.S.P.C.A.) for Police Dog #1 (patrol work) and Police Dog #2 (tracking) Certifications.

On June 4, 5 & 6, 2004 the Manchester Police K-9 Unit hosted the United States Police Canine Association Region #4 Police Dog #1 Field Certification Trials. Hosting this event is a major undertaking. The officers of the K-9 Unit planned, organized and raised the necessary funds to host this competition. Over thirty K-9 teams from all over New England, New York participated in the trials. The K-9 teams are evaluated in their performance during exercises in obedience drills, negotiating an agility course, search work, and criminal apprehension phases. These events were held at Southern New Hampshire University and the Youth Development Center. The Manchester Police K-9 Teams competed and organized these events, due to their hard work and dedication they captured multiple trophies in a variety of events and overall rankings. When all was said and done the weekend was a huge success which reflects the work of the officers of the K-9 Unit.

The Manchester Police Canine Unit is committed to develop and train on a level that will ensure our continued success for the detection of narcotics, apprehension of criminals and recovery of evidence and much more in order to keep Manchester a safe community.

“The officers and their canine partners work as a team to provide a variety of services to their fellow officers and the community of Manchester.”



Janice St. Germain
Interim Ordinance Supervisor

Parking revenue for FY2004 is \$1,188,420 with 81,225 parking tickets issued. Citations issued for Building, Fire, Health and Highway departments totaled 382. Manchester Police issued 564 citations for violations of the City Code of Ordinances totaling over \$7,673. Approximately 466 vehicles were immobilized for unpaid parking fines. Total revenue for the year is \$1,282,486.22, which is \$282,000 more than FY2003.

TOTAL REVENUE

Parking Violation	<i>\$1,188,420.00</i>
Building Violations	<i>\$15,700.00</i>
Health Violations	<i>\$1,675.00</i>
Highway Violations	<i>\$200.00</i>
Fire Violations	<i>\$675.00</i>
Ordinance Violations	<i>\$7,673.00</i>
Boot Fees	<i>\$19,030.00</i>
Bad Check Fees	<i>\$1,740.00</i>
Court Parking Fines	<i>\$5,871.36</i>
Other Court Fines	<i>\$41,501.86</i>
Total Revenue	<i>\$1,282,486.22</i>



Steve Hoeft
Business Services Officer

The Manchester Police Department's Business Office is responsible for coordinating the financial and personnel transactions, including budget preparation, monitoring and purchasing contracted services, payroll processing, grants and reimbursements. As the Business Service Officer I am proud of my staff and thankful for their dedication and commitment to the goals and objectives of this organization. The Business Office is comprised of the following dedicated personnel:

- Dolores LeBlanc is responsible for all accounts payable and fixed assets.
- Donna Grady manages the extra details for officers and processes miscellaneous cash receipts.
- Colleen Driscoll manages the entire payroll and benefits function for the Department.
- Dawna Rooks is our Financial Analyst I whose job is to keep the Department's finances and projects in order.
- Steve Hoeft, Business Services Officer, prepares and manages the budget and oversees the operations of the Business Office.

We continue to move forward in implementing new ways to save time and money and make the jobs of officers, supervisors, and support staff easier. We are always open to suggestions and welcome comments as to how the Business Office staff is meeting the needs of the Department.

***“...I am
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organization.”***

COMPARISON OF EXPENDITURE REVENUE BUDGETS FOR FY 2003/2004

COMPARISON OF EXPENDITURE REVENUE BUDGETS FOR FY 2003/2204

Account Name	FY2003	FY2004	Account Name	FY2003	FY2004
Regular Salaries & Wages	\$12,656,891	\$13,627,529	Equipment- Other	\$0	\$0
Overtime Salaries	\$891,413	\$817,218	Bike Patrol	\$5,000	\$5,000
Special Salaries	\$73,808	\$79,567	Furniture & Fixtures	\$3,000	\$3,000
Total Salaries & Wages	\$13,622,112	\$14,524,314	Total Capital Outlays	\$8,000	\$8,000
Health Insurance	\$2,123,429	\$1,859,153	Dues/Fees	\$3,800	\$3,800
Dental Insurance	\$179,120	\$187,039	Provisions	\$1,500	\$1,500
Life Insurance	\$20,653	\$20,256	Medical Supplies	\$1,500	\$1,500
Workers Compensation	\$321,901	\$340,077	Miscellaneous	\$0	\$0
Disability Insurance	\$21,571	\$20,666	K-9	\$18,500	\$18,500
Police State Retirement	\$536,004	\$843,080	Special Projects	\$68,665	\$110,670
City Contributory System	\$0	\$16,583	Total Miscellaneous	\$93,965	\$135,970
FICA	\$375,933	\$341,597	Total For Agency	\$18,301,240	\$19,292,743
Staff Development	\$10,000	\$10,000	Restricted	\$3,638,063	\$3,680,159
Uniform Allowance	\$100,000	\$100,000	Net Dept. Appropriation	\$14,663,177	\$15,612,584
Total Employee Benefits	\$3,688,611	\$3,738,451			
Other Services	\$8,000	\$8,000			
Total Purchased Prof Svcs	\$8,000	\$8,000			

Serve Agreements	\$58,500	\$60,000
Laundry Services	\$41,800	\$41,800
Maintenance & Repairs	\$15,000	\$12,000
Vehicle Repairs/Parts	\$95,000	\$95,000
Contracts	\$500	\$500
Rental-Building	\$3,600	\$3,600
Leases- All	\$27,000	\$34,000
Total Purchased Prop Svcs	\$241,400	\$246,900

Insurance-CGL	\$59,452	\$51,708
Telephone	\$51,800	\$59,000
Postage	\$16,000	\$16,000
Teletype	\$3,600	\$3,600
Advertising	\$3,000	\$3,000
Printing, Publishing & Binding	\$25,000	\$24,000
Travel, Conferences & Meetings	\$4,000	\$4,000
Duplicating Services	\$2,000	\$2,000
Other Purchased Services	\$164,852	\$163,308

Film & Processing	\$16,000	\$13,000
General Supplies	\$64,000	\$60,500
Ammunition	\$18,000	\$18,000
Microfilm & Films	\$10,000	\$10,000
Gas, Oil & Diesel Fuel	\$123,000	\$123,000
Tires & Batteries	\$16,000	\$16,000
Minor Apparatus & Tool	\$4,000	\$4,000
Custodial Supplies	\$23,000	\$23,000
Fire Extinguishers	\$2,000	\$2,000
Court Cases- Meals	\$500	\$500
Books	\$2,700	\$2,700
Periodicals	\$850	\$850
Natural Gas	\$54,000	\$54,000
Electricity	\$135,000	\$135,000
Freight	\$5,000	\$5,000
Construction Materials	\$250	\$250
Total Supplies & Materials	\$474,300	\$467,800

Revenues

Account Name	FY2003	FY2004
School Chargebacks	\$491,786	\$495,023
Bounced Check Fees	\$1,500	\$1,700
Copy Acc/Invest Reports	\$50,000	\$51,000
Records Checks	\$0	\$0
Fingerprints	\$8,500	\$10,000
Photograph Sales	\$5,000	\$3,300
Auction	\$15,000	\$15,000
Extra Details- Admin Fee	\$75,000	\$90,000
Investigative Reports	\$8,000	\$14,000
Bicycle Fees	\$100	\$0
Booting Fees	\$6,000	\$9,700
Witness Fees	\$100,000	\$105,000
Revolver Permits	\$4,000	\$7,000
Game of Chance	\$100	\$0
Towing License	\$18,000	\$16,000
Violation First Offense	\$12,000	\$30,000
District Court Fines	\$30,000	\$45,000
Parking Fines Courts	\$7,000	\$8,500
Cruiser Rental	\$4,000	\$5,000
Parking Tickets	\$1,025,220	\$973,726
Towing Fine	\$0	\$2,000
Prior Year Restitution	\$4,000	\$4,000
Reimbursed O/T Salaries	\$36,606	\$36,606
Extra Detail Revolving Fund	\$0	\$0
Miscellaneous	\$350	\$350
	\$1,902,162	\$1,922,905

Steven L. Hoeft

Business Service Officer

Retired police officers and civilian employees who dedicated their lives to serve the citizens of Manchester

James Ahern
Kevin Ainsworth
Donald Albert
Philip Alexakos
Larry Argo
Savino Auciello
Roland Boucher
David Bourget
William Bovaird
William Brennan
Paul Brodeur
Kenneth Brown
Joseph Byron
Richard Calo
Richard Campbell
Jeanne Cavanaugh
William Cavanaugh
Donald Cloutier
Joseph Cloutier
Calvin Colby
Roger Corriveau
Armel Couture
Louis Craig
Robert Croteau
John Crotty Sr.
Jeffrey Czarnek
Rita Demers
Eugene Denton
Philip Doherty
Amar Doudi
Mark Driscoll
Richard Dubois
Robert Duffey
Susan Duffey
Ann Dufresne
Joseph Duquette
David Dydo
Barbara Dziura
Stanley Dziura
Sandra Egan
William Egan
Leonard Englehardt
Peter Favreau
Earl Felch, Jr.
Joseph Ferry, Jr.
Brian Fielding
Mark Fielding
Edmund Finn

Barbara Fletcher
Armand Forest
Paul (Glennon) Fox
Anthony Fowler
Richard Gaulin
Richard Gilman
Dennis Glennon
Donald Glennon
Pauline Gilmour
Daniel Goonan
Charles Gosselin
Ellen Goupil
Roger Goupil
Kay Greenough
Norman Guillemette
Mark Hewitt
James Hines
Curtiss Hoberg
Charles Holmes
Christine Houghton
James Houghton
Kathleen Houle
William Jones
Cecil Jordan
Clark Karolian
Edward Kelley
Joseph King
Thomas King
David Laferriere
Harold Lafond
Archie Landry
Anita Lavigne
Gerald Lavigne
Glenn Leach
Leo LeBlanc
Edmund LeBouef
Anthony Lepore
James Lessard
Norman Levesque
Arthur Lund
William Luther
Peter Lynch
Thomas Lynch
Andre Marcoux
Yves Marquis
Joseph Martel
Paul McQuiston
Robert Millette
George Miville
Martin Moran

Fernand Morin
Robert Mulroy
John D. Murphy
Daniel O'Neil Jr.
Bruce Ostrander
Paul O'Rourke
Edward Paquette
Anna Parker
Jeffrey Perschau
Ronald Piecuch
George Pigeon
Michael Pischetola
Alexander Poulicakos
Roger Provost
David Puchacz
Charles Queen
Robert Remillard
Antonio Ricard
Wayne Richards
Ronald Robidas
Maurice Robidoux
Ernest St.Cyr
Dale Robinson
Anthony Savage
Walter Schuff, Jr.
David Shaw
Michael Sosnowski
Charles Soucy
Paul Soucy
Thomas Steinmetz
James Stewart
Robert Stewart
Donald Strub
Edward Szelog
Donald Tanguay
Gerald Tanguay
Michael Tessier
Gary Tibbetts
Roger Tousignant
Guy Tremblay
Gilbert Vaal
Donald Vandal
William VanMullen
Roland Vigneault
William Wagner, Jr.
Peter Waligura
Michael Welsh
Yvette Weymans